

REMARKS

Applicants have amended claims 1, 5, and 9 and cancelled claims 3, 7, 11, 13, 15-16 and 18 from further consideration in this application. Applicants are not conceding in this application that those claims are not patentable over the art cited by the Examiner or that the claims are directed toward non-statutory subject matter. The present claim amendments and cancellations are only for facilitating expeditious prosecution of the present case. Applicants respectfully reserve the right to pursue these and other claims in one or more continuations or divisional patent applications.

Claims 13, 15-16, and 18 stand rejected under 35 U.S.C. §101. In an effort to expeditiously move the case forward. Applicants have cancelled claims 13, 15-16, and 18.

Claims 11, 3-4, 6-7, 9-10, 12-13, 15-16, and 18 of the present application stand rejected under 35 U.S.C. § 102. "A claim is anticipated only if each and every element as set forth in the claim is found, either expressly or inherently described, in a single prior art reference." *Verdegaal Bros. v. Union Oil Co. of California*, 814 F.2d 628, 631, 2 USPQ2d 1051, 1053 (Fed. Cir. 1987). Independent claim 1 claims a context aware, shortcut enabled method of presenting information through a user interface on a client device that includes, among other elements, "selecting a context, wherein the context has an initial context value, wherein a context is one or more situational parameters that dictate the semantics of a shortcut" and "receiving a shortcut entered through the user interface, the shortcut having associated with it a shortcut field name set comprising one or more shortcut field names; wherein a shortcut is an abbreviated form of user input." The Office Action takes the position that these elements were disclosed at column 6, lines 38-65 and column 7 lines 32-52.

Column 6, lines 38-65 of Molloy actually state:

In addition to the case and concept tables, information about the concepts may also be stored in the data base memory in the file server. This memory may include, for example, free text description associated with the concept.

One implementation of the present invention is in the form of a help desk and the operation of the invention from the user's standpoint will be described in that context in conjunction with FIGS. 2-7. This help desk implementation is commercially available in the TOP OF MIND.RTM. software available from The Molloy Group, 90 East Halsey Road, Suite 115, Parsippany, N.J. 07054 (201-884-2040). The Top Of Mind.RTM. software is incorporated herein by reference.

A help desk is used by a help desk consultant to deal with problems that are encountered by users (or clients) in using specific products, the diagnosis for the problem and the resolution (or action) taken to solve the problem. The root causes of the problems, the vendors of the products, and features and options of the product are also important considerations. FIG. 2 illustrates the interrelationships that are typically encountered among the various types of information found in a help desk environment. Extensions of the help desk design to management supervision functions, to sales management, to medical diagnoses and a myriad of other applications will be evident.

FIGS. 3-7 illustrate various states of the case window for the TOP OF MIND.RTM. software. As will be apparent, the case window is a WINDOWS.RTM. screen having a title bar 10, a first menu bar 20, a tool bar 30, a data entry field 40, a first text entry field 70, a second menu bar 80, and a second text entry field 90. The data entry field 40 contains a set of labeled field identifiers 45 associated with specific data entry fields 50 and select keys 65. The field identifiers identify the following fields:

ID - A unique number that is assigned to a case by the system when a case is saved.

Column 7 lines 32-52 of Molloy actually state:

In general, each of the entries in the data entry fields 50 are concepts. Advantageously, each concept has a name, a type, a list of synonyms, and associated text. For the case of the help desk that is the subject of FIGS. 2-7, examples of concepts might include the names of the system users, the computer equipment used by each user, the types of problems that might be encountered when operating the system (e.g., paper jam, keyboard frozen, light print), diagnoses (e.g., paper misfeed, invalid sign on, low toner), and actions to be taken (e.g., clear paper, enter correct password,

replace disposable). The type of a concept indicates the function of the concept in the system. For the example of the help desk, types might include client or user, component or equipment, problem, diagnosis, corrective action. In many cases the type is the field identifier for the field in which the concept is entered into the system. synonyms are simply alternative words or phrases that might be used in referring to a concept. Associated text is any sort of text that the user might want to relate to a specific concept. It might include the operating history of specific equipment or detailed notes on a specific repair action to be taken, etc.

Molloy discloses an adaptive learning system in which knowledge is represented in the form of discrete concepts that are associated with one another. More specifically, column 6, lines 38-65 of Molloy discloses an implementation in the form of a help desk and column 7 lines 32-52 of Molloy disclose entries in data entry fields that are concepts. Malloy does not disclose context aware, shortcut enabled method of presenting information through a user interface on a client device includes, "selecting a context, wherein the context has an initial context value, wherein a context is one or more situational parameters that dictate the semantics of a shortcut" and "receiving a shortcut entered through the user interface, the shortcut having associated with it a shortcut field name set comprising one or more shortcut field names; wherein a shortcut is an abbreviated form of user input." In fact, Malloy does not even mention "a context" or "a shortcut" as defined and claimed in claim 1. As such, Malloy does not anticipate claim 1 and the instant case should be allowed.

Relations Among Claims

Independent claim 7 is a system claim for a context aware, shortcut enabled method of presenting information through a user interface on a client device corresponding to independent method claim 1. Claim 7 was rejected in for the same reasons as claim 1. As shown above, Molly does not disclose a context aware, shortcut enabled method of presenting information through a user interface on a client device as claimed in claim 1 and therefore also does not disclose the system of claim 7. Claim 7 is therefore patentable and should be allowed.

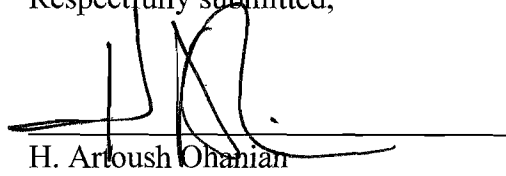
Claims 3, 6, 9 and 12, depend respectively from independent claims 1 and 7. Each dependent claim includes all of the limitations of the independent claim from which it depends. Because Molly does not disclose each and every element of the independent claims, Molly does not disclose each and every element of the dependent claims of the present application. As such, claims 3, 6, 9 and 12 also patentable and should be allowed.

The Commissioner is hereby authorized to charge or credit Deposit Account No. 09-0447 for any fees required or overpaid.

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By:

Respectfully submitted,



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